

Part 573 Safety Recall Report**15V-482****Manufacturer Name :** Heartland Recreational Vehicles, LLC**Submission Date :** JUL 30,2015**NHTSA Recall No. :** 15V-482**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Heartland Recreational Vehicles, LLC

Address : 1001 All Pro Drive

Elkhart IN 46514

Company phone : 574-266-3988

Population :

Number of potentially involved : 0

Estimated percentage with defect : 0

Vehicle Information :

Vehicle : 2010-2016 Heartland Big Country

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : scope not yet determined

Production Dates : JAN 01, 2010 - JUL 23, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

☐ Not sequential VINs**Description of Noncompliance :**

Description of the Noncompliance : Tire certification label may show incorrect tire size and / or inflation information.

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

Description of the Safety Risk : If the consumer only refers to the certification label, and does not verify inflation information from the tire sidewall, the consumer could over or under inflate the tire which could lead to tire failure.

Description of the Cause : This is currently a manual process in our production facility. During the weighing process the tire size is manually chosen from a list of all tires available, which is then transferred to the certification label, this process possess the potential risk for human error.

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

According to our investigation, a retail customer called in in August 2014 concerning different tire information on his federal certification label than what was on the unit. The phone tech who took the call felt it was an isolated incident and offered to send the consumer a replacement label since the RV did have the correct tires as determined by the production build information. At that time the consumer declined a replacement label and this information was not escalated for review.

On 7/8/15 Heartland was again contacted by the consumer complaining of tire issues and the issue that his certification label showed the incorrect tire size and inflation information.

7/14/15 discussion commences to determine if this is an isolated issue / incident or if we felt more could potentially exist.

7/20/15 staff meeting concerning the certification label and the tire selection process, it was determined that the potential for more incorrect labels did exist, due to the potential for human error.

Description of Remedy :

Description of Remedy Program : The tire certification label could show the wrong tire size and / or incorrect tire inflation rating. A replacement label with corrected information is to be sent to those units identified as having incorrect information.

How Remedy Component Differs from Recalled Component : A replacement label will have corrected information on the tire size and / or the inflation information and will be placed over the incorrect label.

Identify How/When Recall Condition was Corrected in Production : The manual process of selecting the tire size is being removed, the I.T. department is automating this and will be completed no later than July 29, 2015.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported